

Business Development Quarterly Highlight Report January to March 2016



Strategic aims

Our business Development service aims to:

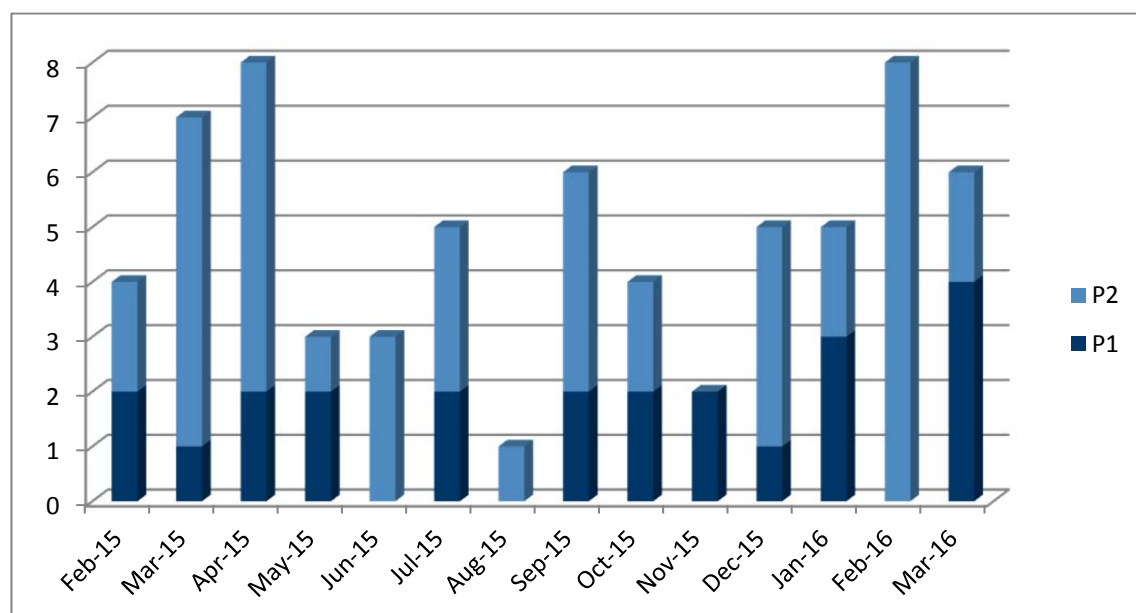
- Provide our colleagues with a range of secure and effective day-to-day digital and ICT services.
- We also work to develop new digital and ICT capability to improve the ICO.

Business as usual (BAU) service headlines this quarter

This quarter saw an increase in the number of interruptions to the day-to-day IT service. A total of 19 incidents categorised as either priority 1 or 2 were encountered during the quarter which was six more than during quarter 3. There was no common cause of these incidents, however some were linked to increased project activity in the period where new functionality was being released into the live technical environment.

Priority 1 and 2 incidents are those which cause the significant or widespread unavailability of a service. These service interruptions may only be for a relatively short period, but they are recorded based on their impact on our staff and customers. For example, a worldwide issue experienced by the provider of some of our website security software caused the loss of access to our website for approximately 30 minutes during this quarter. Also, as part of the routine renewal of some of our infrastructure licenses, our mobile devices were unable to synchronise with our email servers for approximately 2 hours.

The following chart shows the number of priority 1 or 2 incidents reported in the last 12 months broken down by quarter:



All service interruptions are investigated and any which are caused by problems which can be addressed through either a small change or a major project are given a 'problem record'. These are then prioritised based on the business impact should the incident happen again.

We currently have 14 open problem records which, once the work is completed to close them, will mitigate the risk of future interruptions to service. This is a reduction of 1 compared with the 15 records open at the end of quarter 3.

We described last quarter how most of these problem records were due to be closed during quarter 4. This work was however intentionally postponed until April 2016 to minimise the amount of IT work taking place at weekends in the run up to financial year end, thus increasing opportunities for casework teams to work overtime during the quarter.

New or improved service headlines this quarter

As well as maintaining a fit for purpose day-to-day service, we work hard to introduce new capability or upgrade existing systems to help colleagues meet the ICO corporate plan more easily and efficiently. The following are the headline activities and improvements during the past quarter:

- 'Stakeholder' management tool rolled out to the regional offices.
- Dual monitors installed on desks in HR and Finance. Enforcement monitors purchased and being rolled out into Q1.
- Casework and Non-casework Meridio EDRM system upgraded to v.36 to address a long standing problem record and reduce future service interruptions.
- IBM Business Intelligence tool purchased and installed for the Intelligence hub.
- Planned Website enhancements completed.
- Livechat service added to our website.
- Ability to download and search the full public register of data controllers direct from our website. This avoids customers needing to request copies on disc.
- 30 additional home workers enabled during the quarter.
- Case Management system (CMEH) updates introduced to support the long term identification of cases to be preserved and referred to the Godard Inquiry.
- The implementation of a new SAN to increase reliability and performance of data storage systems.

IT Assurance

We also work continuously to maintain the security and integrity of our digital and ICT systems and services. Important work this quarter included:

- The completion of the remaining remediations from the quarter 3 IT health check.
- The completion of an end to end penetration and general security check of our soon to be launched update to our nuisance call reporting tool.
- The assessment of technical designs to support the next phase of infrastructure upgrade work.

Developing our long term strategy

At the end of the quarter we completed our annual IT staff satisfaction survey. The headline results were available just in time to meet the deadline for this report. More comprehensive results will be available for the July Management Board meeting.

Survey headlines:

- 245 of just over 400 staff took part.
- Approximately 2/3 of respondents described the IT systems and equipment as 'good enough' or better.
- 87% of those who said they'd been involved with an IT change project described project communication and management as 'good enough' or better.
- Most respondents who worked at the ICO a year ago described the IT service as having improved during the period.
- More respondents were satisfied overall with the service than dissatisfied, but the most popular response to this question was to remain neutral.

The most common verbatim request for improvement were to the underlying performance of our network and to the functionality offered by our core applications. Both of these areas are being addressed through strategic projects currently underway.

There was lots of positive feedback about the improvements in service culture and general approach of the people working in the service.

Paul Arnold
Head of Customer and Business Services

